

**Duke, Daphne**

229896

**From:** Duke, Daphne  
**Sent:** Monday, May 23, 2011 3:19 PM  
**To:** 'katy.c.haile@gmail.com'  
**Cc:** 'selliot@elliottlaw.us'; nsedwar@regstaff.sc.gov; DeSanty, Tricia; Schmieding, Janice; Alvarez, Colanthia  
**Subject:** Emailing: 2011-47-WS.pdf  
**Attachments:** 2011-47-WS.pdf

Ms. Halie:

The Clerk's office has received your Complaint form. After reviewing your complaint and the relief you are requesting, your complaint will be treated as a Letter of Protest. Your Letter will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please Let me know if you should require any additional information.

Sincerely,

Daphne Duke

The message is ready to be sent with the following file or link attachments:

2011-47-WS.pdf

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

RECEIVED  
2011  
PSC SC  
MAIL / DMS



## Complaint Form

Print

Date: 5/19/2011

**Complainant or Legal Representative Information:** \* Required Fields

Name \* Katy Haile  
Firm (if applicable) \_\_\_\_\_  
Mailing Address \* 3011 Rhododendron Place  
City, State Zip \* Lake Wylie, SC 29710 Phone \* 704-564-7893  
E-mail \* katy.c.haile@gmail.com

**Name of Utility Involved in Complaint:** \* Carolina Water Service Inc of South Carolina

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

**Type of Complaint (check appropriate box below.) \***

- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments  | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service   | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue  | <input type="checkbox"/> Meter Issue                       |  |   |
| <input checked="" type="checkbox"/> Other (be specific) <u>Rate Increase Notification</u> |  |  |   |

**Have you contacted the Office of Regulatory Staff (ORS)? \*** ☐ Yes ☒ No **Name of ORS Contact:** \_\_\_\_\_

**Concise Statement of Facts/Complaint:** \* (This section must be completed. Attach additional information to this page if necessary.)

My neighbors and I recently received notification that Carolina Water Service Inc of South Carolina will be raising our water/sewer rates soon and we are outraged. They are already charging us much more than they should. Friends of mine who live elsewhere in the Carolinas pay around \$40 per month for water, having four people in the household using water. There are only two individuals living in our house and our bill runs \$60-\$70 per month! We've let them overcharge us for the past two years without complaining, but we are not going to stand idly by while they charge us even more. Someone needs to put a stop to this price gauging.

**Relief Requested:** \* (This section must be completed. Attach additional information to this page if necessary.)

We request that Carolina Water Service Inc of South Carolina NOT be allowed to increase our rates.

STATE OF SOUTH CAROLINA )  
COUNTY OF York )

### VERIFICATION

I, Katy Haile verify that I have read my complaint filed on 5/19/2011  
Complainant's Name \* Date \*

and know the contents thereof, and that said contents are true.

Katy Haile  
Complainant's Signature \*

Internal Use Only

Processed By	Date
H.E.	